

**NSRB Grant Application
Interactive Licensing – Phase III**

1. Name of agency applying for grant

Chief Information Officer

2. Title or brief description of the project

Interactive Licensing Phase III

3. Grant request amount

\$25,000

4. Will there be a fee for accessing records associated with this project?

Licenses, permits and registrations typically have an associated statutory fee, regardless of whether they are acquired or renewed online or through traditional paper processes. It is anticipated that projects undertaken through this grant will include some type of ongoing payment to Nebrask@ Online from existing fee proceeds. Any such arrangements will be negotiated on a case-by-case basis and presented to the board for approval.

5. If yes, provide any statutory reference or authorization for the fee

Statutory references for specific fee-based payments to Nebrask@ Online will be presented on a case-by-case basis for board approval.

6. Please describe the project in detail

Previous grants have supported pilot efforts by Nebrask@ Online with several agencies to bring 22 license, permit and registration processes online, including credit card payment of associated fees. One goal of these pilot efforts has been to develop standard approaches and modules that can speed development of subsequent online licensing processes. The pilot projects are proving successful in that regard, although some degree of customizing is necessary for each application. This is particularly true when dealing with different agency back-end systems.

The purpose of this grant is to continue work with additional agencies, as well as additional license types for current agency partners such as Health & Human Services. The grant amount for each application is anticipated to be \$2,500, meaning this grant will support ten additional projects. This is a reduction from the current grant amount of \$5,000 per project and the initial amount of \$7,500 per project.

Work on each project will include analysis of the process used by the agency in issuing each license, development of web screens to guide the applicant through the process, integration with the agency back-end system, and integration with the NOL payment portal for credit card or electronic check payment processing. NOL and agency staff will do complete system testing prior to the launch of each application. In some instances, users may be recruited to assist with testing if deemed necessary.

7. Please describe whom the beneficiary or recipient of this service will be and projected activity for access or use of the proposed service

Beneficiaries of the service will include various professions, facilities and other businesses and individuals who are required to obtain a license, permit or registration for a particular activity or service. The licensing process will be made more convenient, faster and more accurate for users. The licensing agency will also benefit from improved efficiency in the licensing process.

8. Estimated timeline for completion

Depending on agency interest and cooperation, and licensing schedules, it is hoped that the additional 10 licensing projects can be completed by the end of 2003.

9. Agency contribution to the project (labor, equipment, etc.)

Agency staff members involved in various licensing processes will be involved in assisting NOL to understand the business rules and requirements for each license type, and testing the system as it is developed. Agency technical staff will be involved in developing specifications for data exchange between NOL and the agency back-end system.

10. A. Has this project every been submitted as a budget request (explain)?

No.

10. B. Does the project require additional statutory authority (explain)?

No.

10. C. Why is the grant money needed for the project, and if applicable, how will the service be sustained once the grant money is expended?

Grant funding for the pilot work in license, permit and registration applications provides some near-term return for NOL while decisions are made regarding the fee-based revenue stream to support the applications in the long term. The grants also support the necessary research and development to put in place many standard modules that can be re-used in subsequent projects. Once this grant is completed, it is expected that the development process will have been streamlined to the point where fee-based revenue will be

sufficient to support ongoing development, maintenance and support of similar applications.

11. Please describe how this project will enhance the delivery of state agency services or access to those services.

E-government services in general enhance the delivery of services by improving convenience, accuracy and speed for the user while introducing efficiencies into the process. These efficiencies include faster turn-around time, elimination or reduction of data entry by agency staff, and improved accuracy of information exchange.

12. Please describe how this project will 1) improve the efficiency of agency operations; 2) facilitate collaboration among state agencies; 3) facilitate collaboration between state agencies and other public institutions; 4) support public/private partnerships in the delivery of public services (you may respond to any or all of these criteria in your answer)

Experience with pilot projects to date indicates that efficiencies are gained through reduction or elimination of follow-up phone calls or regular mail to ensure completeness and accuracy of information exchanged; reduction or elimination of redundant data entry by agency staff; and faster movement of statutory fees into the state treasury due to the electronic payment associated with each application. The ongoing relationship between the Records Board, state agencies and Nebrask@ Online continues the long-standing public/private partnership in bringing e-government services to Nebraskans.

13. Contact person information

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